

ASSIGNMENT 1

Textbook Assignment: "Dynamics of the Personnelman Rating," chapter 1, pages 1-1 through 1-22.

LEARNING OBJECTIVE: Identify the functions of the PN rating. Identify the purpose of Personnel Support Activity Detachments (PSDs).

- 1-1. As a PN, you will be involved in performing which of the following tasks?
1. Typing and writing official letters and reports
 2. Recordkeeping and maintaining enlisted service records
 3. Interviewing and counseling individuals
 4. Each of the above
- 1-2. Enlisted service records provide which of the following information about the service member?
1. Reference to past accomplishments and performance
 2. Awards
 3. Training accomplishments
 4. Each of the above
- 1-3. What is the Navy's most valuable asset?
1. Aircraft
 2. Ships
 3. Submarines
 4. People
- 1-4. Providing good customer service is fundamental to your rating and is the most important step you can take to become a better PN.
1. True
 2. False
- 1-5. Which of the following offices is considered the administrative control center within a command?
1. Administrative
 2. Captain's
 3. Personnel
 4. Ship's
- 1-6. Which of the following locations is considered the one-stop service center that retains and maintains the pay accounts and service records for all shore commands and activities within a specific geographical area?
1. Administrative offices
 2. PERSUPPDETs
 3. PERSUPPACTs
 4. Pass liaison office
- 1-7. All PSDs are supported by what activity?
1. BUPERS
 2. EPMAC
 3. PERSUPPACT
 4. Local stations' administrative office
- THIS SPACE LEFT BLANK INTENTIONALLY.

1-8. To carry out their mission the PSDs perform all EXCEPT which of the following functions?

1. Provide one-stop pay, administrative, and passenger transportation support to the individual service member, dependents, and retirees, and passenger transportation support to Navy civilians
2. Maintain all personnel records of all civilian personnel working at the station
3. Provide military pay support to naval activities and/or afloat units without a disbursing officer and provide other disbursing services, as applicable
4. Provide pay, personnel, and transportation management information to customer commands to assist them in the effective management of personnel assigned

1-9. Which of the following individuals is responsible for personnel office operations and neatness?

1. PN1
2. PN2
3. PN3
4. Each of the above

1-10. In an effort to keep the personnel office neat, clean, and secure, you should follow which of the following routines each day?

1. Go through the action correspondence to make sure that all required tasks are completed
2. Put away manuals at the end of the day and clean the desk and office
3. Secure all safes, service record files, and the office
4. Each of the above

1-11. Which of the following instructions contains guidelines on how to handle classified documents?

1. OPNAVINST 1780.3
2. OPNAVINST 5510.1
3. BUPERSINST 1430.16
4. BUPERSINST 1616.9

1-12. What action, if any, should you take before you rearrange your office?

1. Plan ahead
2. Check with your supervisor
3. Check with your division officer
4. None

LEARNING OBJECTIVE: Identify the procedures used to organize an office.

1-13. In your office, chairs should be adjusted so the typists' feet rest firmly on the floor and chair seats are what minimum number of inches below the base of the keyboard?

1. 11
2. 12
3. 13
4. 14

1-14. Which of the following factors should you consider when arranging your office?

1. Supply handling convenience
2. Ease in handling files
3. Privacy for personnel counseling purposes
4. Each of the above

LEARNING OBJECTIVE: Identify the characteristics necessary for a PN to be successful.

1-15. What ability is the most important characteristic of a good PN?

1. To work and deal with people
2. To get the work done as fast as possible
3. To secure from work early
4. To refer work to other offices

- 1-16. Personnel in what rating are considered the most important customer service representatives in the Navy?
1. AD
 2. MM
 3. PN
 4. PR
- 1-17. Individuals in what ratings are involved primarily with providing services directly to personnel?
1. AK, DK, and DT only
 2. HM, LN, and MS only
 3. PN, RP, and YN only
 4. AK, DK, DT, HM, LN, MS, PN, RP, and YN
- 1-18. Providing customer service refers to which of the following statements?
1. Attentiveness provided to the customer
 2. The quality of the service that you provide to the customer rather than whether you are able to comply with all the customer's wishes
 3. Quality time spent with the customer
 4. All of the above
- 1-19. Which of the following groups of enlisted personnel are influenced and get an initial impression of Navy life by how the PN deals with them?
1. Those just entering the Navy
 2. Seaman recruits just out of boot camp
 3. Airman recruits reporting to their first duty station
 4. Each of the above
- 1-20. What is the effect of poor customer service?
1. Anger only
 2. Disgust only
 3. Frustration only
 4. Anger, disgust, and frustration
- 1-21. If you, as a PN, provide bad service, the customer will take which of the following types of actions?
1. Inform his/her supervisor
 2. Inform his/her friends
 3. Inform the customer service representative's supervisor
 4. Each of the above
- 1-22. Good customer service is considered a qualitative characteristic that is indicated by which of the following traits?
1. A person's human relation capability
 2. A person's knowledge
 3. A person's interest and concern for others
 4. All of the above
- 1-23. As a PN, you should provide good customer service to which of the following personnel?
1. Chief petty officers
 2. Senior petty officers
 3. Officers and civilians
 4. All of the above
- 1-24. Which of the following is a characteristic of a good PN?
1. Act professional
 2. Feel professional
 3. Look professional
 4. Each of the above
- 1-25. A customer who receives poor service will have a negative impression of all EXCEPT which of the following activities?
1. All branches of the armed services
 2. The personnel office
 3. The command
 4. The Navy
- 1-26. Of personnel in the following Navy ratings, which one, if any, has the most important job in the Navy?
1. The PN rating
 2. The PN and the YN ratings only
 3. The PN, YN, and DK ratings
 4. None of the above; all Navy jobs are important

1-27. What should your image as a Navy professional portray?

1. Pride in your job only
2. Pride in yourself only
3. Pride in your job and yourself
4. Pride in your physical surroundings

LEARNING OBJECTIVE: Recognize the areas of customer service that require improvement.

1-28. The first step in making improvements in customer service is to recognize that

1. there is a need for change in customer service procedures
2. your supervisor wants you to change your attitude
3. your administrative officer wants you to change your attitude
4. your CO wants you to change your attitude

1-29. You have decided that improvements can be made in customer service. As a first step in improving service, you should consider which of the following customer desires/feelings?

1. Customers want to be considered as individuals
2. Customers want you to feel that they are more important than physical surroundings
3. Customers want you to treat them equally and fairly
4. Each of the above

1-30. Of the factors listed below, which one is essential to improve customer service?

1. Human relations
2. Office arrangement
3. Punctuality
4. Office lighting

LEARNING OBJECTIVE: Recognize areas that require improvement in the area of customer service.

1-31. The skill of doing something well is a result of which of the following factors?

1. Talent
2. Training
3. Practice
4. Each of the above

1-32. Which of the following skills should a PN have to be effective in conducting personal interaction with customers?

1. Military
2. Professional
3. Face-to-face
4. Salesmanship

1-33. Your effectiveness as the customer service representative depends on which of the following factors?

1. How well you speak
2. How well you listen
3. Your responsiveness to the customer's needs
4. Each of the above

LEARNING OBJECTIVE: Recognize personal attitudes that increase the PN's ability to provide customer service.

1-34. Which of the following is NOT an effect of a person's attitudes?

1. Actions
2. Deeds
3. Visibility
4. Words

1-35. Of the statements shown below, which one describes attitudes?

1. To act in an irrational manner
2. To express a like or dislike for someone or something
3. To act in a rational manner
4. Each of the above

1-36. What, if anything, should you do if you find a person in your command doing something that is inappropriate?

1. Discuss it with your friends
2. Publish it in the POD
3. Report it immediately
4. Nothing

1-37. What person can change your attitude?

1. Yourself
2. The CO
3. The personnel officer
4. Your supervisor

1-38. Which of the following actions will allow you to develop a positive attitude?

1. Change your outlook on life
2. Increase your knowledge
3. Broaden your understanding about people
4. Each of the above

LEARNING OBJECTIVE: Recognize the personal traits and attitudes that will help you improve customer service.
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1-39. When you are a customer, you should act toward the person providing the service in what way?

1. Courteously
2. Respectfully
3. Tactfully
4. Each of the above

1-40. You go to an office to ask about a certain matter, but you don't feel satisfied with the customer service representative's answer. What action should you take?

1. Leave the office immediately
2. Inform the customer service representative's supervisor
3. Shout at the customer service representative
4. Report it to the CO

1-41. What action should you take to understand how customers feel and want to be treated?

1. Look into their eyes
2. Look at their facial expressions for signs of frustration
3. Look for the customer's body language
4. Put yourself in the customer's shoes

1-42. Because you must handle many customers during the day, you may be affected in which of the following ways?

1. Your attitude
2. Your dedication
3. Your mood
4. Your time spent with coworkers

1-43. You are having a bad day, and you feel that you cannot provide the kind of service a customer needs. What action should you take?

1. Leave the office immediately only
2. Leave the area and hope that another person will take care of the customer's problem
3. Let your supervisor or another person know so that the customer may be assisted
4. Tell the customer to come back another day when you feel better

1-44. You feel that your efforts are not being recognized despite your hard work and dedication. Eventually, your efforts will be recognized in which of the following ways?

1. Good evaluations
2. Letters of appreciation
3. Personal awards
4. Each of the above

- 1-45. When you are trying to provide a solution to a customer's problem, you should consider which of the following factors?
1. The specific problem
 2. The complexity of the problem
 3. Both 1 and 2 above
 4. Your feelings about the customer
- 1-46. Which of the following is NOT a pitfall to avoid when dealing with customers?
1. Leaping to conclusions
 2. Personal interest
 3. Personal reactions
 4. Stereotyping
- 1-47. What are the three facets involved in communications?
1. The sender, the receiver, and understanding the message
 2. The sender, the receiver, and the message format
 3. Understanding the message, the receiver, and the means of sending the message
 4. The means of sending the message, the sender, and the means of receiving the message
- 1-48. Which of the following is NOT considered a language barrier?
1. Cultural
 2. Habits
 3. physical
 4. Speed
- 1-49. What is the most effective way for you to overcome language barriers?
1. Act as if you understand everything the customer says
 2. Have a positive attitude
 3. Speak clearly
 4. Write clearly
- 1-50. What factors contribute to reducing the customer's ability to see a problem, to express it, and to accept an objective solution?
1. Anxiety only
 2. Hostility only
 3. Anxiety and hostility
 4. Good or bad attitude
- 1-51. Apathy is also known as
1. empathy
 2. indifference
 3. sympathy
 4. reluctance